*Today's Date: _____ Patent No. _____

STATUS/TELEPHONE INQUIRY & EXPEDITE REQUEST
(11/19/2002)

Caller's Name: _____   Tel. #: _____

Comments (note what is being requested or problem): _____

CoFC was issued subsequently
_06/03/03_

PALM Location: _____ Date: _____ Charged to (name): _____ Loc.: _____

Record In CofC Database (circle one) Y / N (If more that one record, use reverse side)

MRD (for record in CofC Database): ____/____/____ Assigned to (LIE's initials (initials): _____

Date Assigned: ___/___/___ Sent to Loc.: _____ Rec'd: ___/___/___ Turned-in: ___/___/___

Date PALM updated: ___/___/___ CofC Issued: _06/03/03_ CofC Denied: ___/___/___

Patent number listed on C of C listing in OG ((circle one) Y / N

CofC Issued for this record is attached to patent on Internet (circle one) Y / N

New/different correction(s) requested. Check Intranet or with RTIS. (circle one) Y / N

Corrections request here, are exactly the same as in CofC on Intranet. (circle one) Y / N

☐ 1. Outstanding pending request, order file, dispatch to JCWS, to match paper and assign to an LIE, ASAP.

☐ 2. CofC was recently issued or denied. If CofC was issued less than 2 weeks ago, inform applicant/attorney to allow approximate 2 weeks and if CofC is not received, to submit status inquiry. Inquiries regaarding CofCs that were recently issued/denied, after receipt of the inquiry, should be placed in the file.

☐ 3. If CoC was issued more than three two weeks ago, and the attorney has not been received, inform attorney to file a written request. Status letters for CofCs issued more that than 3 weeks ago, or any request for duplicate certified CofC (a "Request for Duplicate Certified Copy of Published Certificate of Correction"), should be forwarded to JCWS with the file. JCWS, duplicate Certified copies should be direct to address in PALM, only. If request was denied forward file to LIE, to send applicant copy of denial letter.

☐ 4. The request is assigned to an LIE or LIE has sent file to TC, give customer the LIE's name and telephone number, and tranfer call to the LIE that the file is assigned. If the LIE does not answer phone and caller insists that the call is urgent, direct call to the LIE's Team Leader.

☐ 5. If errors were made in the keying of corrections for published/issued CofC, inform attorney/applicant to _noted corrections to quoted text or corrections on a copy of incorrect CofC_ and send it to this Branch. Key new record. If request was processed without file locate CofC in "PUBLISH" CofCs and forwdard fax/request to Team Leader, screening requests for the week. Team Leader change MRD if current date was keyed in order to complete record in CofC Database. If request was processed with file, give request to JCWS to order file and assign to Tony. Tony, place request/file on Expedite list and rack.

☐ 6. Error in in LIE's decision _(correction(s) denied)_, inform applicant to submit Request for Reconsideration with statements and copies supporting requested corrections., i.e. 1449 or 892, PTOL-85B, ect. DO NOT REQUEST COPY OF ORIGINAL REQUEST. Key new record. Forward to Team Leader whose Team is processing request for the week, to determine whether error was made by Examiner or LIE, in making decisions. (See # 4. for errors in keying (supersedes).

☐ 7. No record in CofC Database (History or Current). Ask attorney to to send a copy of the request, PTOL-1050 forms and post card, to your attention. When request is received, key a record, imediately forward any _outstanding_ request to Team Leader to screening for type of distribution. If "P", place on Expedite rack and list. If "R", Team Leader should order file and give file/request to _JCWS to assign to an LIE to Expedite (place in red mail tub for next issue being proceseesed for publishing approved corrections)_, ASAP.

TO: JCWS _AJ_   TO: TEAM LEADER_____   TO: LIE_____   To OAC: _____   (Revised 5/09/2003 cbn) # 3

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